ODT's Library Content

Title:	Author:	Topic:	# of Pages:	# of Copies	Value	
Your Perfect Right: A Guide to	Robert E. Albert, Ph.d, Michael L.	CICILI D. 1	02	1 .	1	#10.0F
Assertive Behavior-Seventh Edition	Emmons	Self Help Book	231	I	1	\$10.95
Your Perfect Right: A Guide to Assertive Behavior- Third Edition	Robert E. Albert, Ph.d, Michael L. Emmons	Self Help Book	150	3	1	\$3.95
Getting Things Done: The Art of Stress-Free Productivity	David Allen	Business Leadership	259)	1	\$15.00
Accoutability for Performance: Measurement and moniting in Local		Human				
Government	David N Ammons	Resources/Management	202	2	1	
Knock your Socks Off Service						
(Answers)	Kristin Anderson, Ron Zemke	Customer Service	150)	1	
Knock Your Socks Off Service						
(Coaching)	Kristin Anderson, Ron Zemke	Customer Service	150)	1	
Indispensable You: 7 Simple Things You Must do to Keep Your Job Today						
and Tomorrow	Kim Anderson & Scott Pemberton	Self Help Book	197	7	1	
10 Steps To Successful Business		•				
Writing	Jack E. Appleman	Business Management	183	1	1	\$19.95
Effective Communication: Getting the						
Message Across	Becker, Elizabeth K Kellar	Communication	218	3	1	
Mangement by Task Force	Lawerence W Bass	Management	182	2	1	
Knock Your Socks Off Service Series						
(Managing)	Chip R Bell, Ron Zemke	Customer Service	20	5		
Managing People is like Herding Cats						
(Hardcover)	Warren Bennis	Business Leadership	222	2	1	
Sun Tzu Was a Sissy: Conquer Your						
Enemies, Promote your Friends, and	C. 11 D.	II /M	204	a .	1	ф1.4.OГ
Wage	Standley Bing	Humor/Management	200)	1	\$14.95

The Big Bing: Black hole of Time Management, Gaseous Executive Bodies, Exploding Careers, and other Theories on the Origins of the					
Business Universe	Standley Bing	Business/Economics	340	1	\$13.95
The One Minute Manager Meets the Monkey	Ken Blanchard, William Oncken, Jr, Hal Burrows	Business/Management	137	4 \$9.60	each each
Customer Service Operations: The Complete Guide	Warren Blanding	Customer Service	422	1	
Zapp! The lighting of empowerment	William C Byham, Ph.d	Motiviation	190	1	\$14.95
Management Insights: Discoving the Truths to Management Success	Ken Carnes, David Cottrell and Mark C Layton	Management	83	1	\$14.95
7 Moments that Define Excellent Leaders	Lee J. Colan	Business Leadership	127	1	\$14.95
Passionate Performance: Engaging Mind and Hearts to Conquer the Competition	Lee J. Colan	Business/Performance	55	1	
Power Exchange: How to Boost Accountability and Performance in Today's Workforce	Lee J. Colan	Business/Performance	59	1	
The Whack A Mole Theory: Creating Breakthrough and Transformation in Organizations	Lindsey Collier	ODT	159	1	\$12.95
Good To Great	Jim Collins	Leadership/Management	300	1	\$29.99
Knock Your Socks Off Service (Sustaining)	Thomas K Connellan, Ron Zemke	Customer Service	150	1	
12 Choices: That Lead to your Success	David Cottrell David Cottrell, Tony Jeary and	Business/Personal Growth	129	1	\$14.95
Monday Morning Communication Monday Morning Leadership	George Lowe David Cottrell	Leadership/Comunication Leadership	102 92	1 3	\$14.95 \$12.95

The Speed of Trust: The one thing tha	ıt				
Change Everything	Stephen M.R. Covey	Leadership/Management	354	1	
Techniques for Communicators	John Cowan	Communication	108	1	
Quick Quizzes: 133 Ways to Measure	D 11		152	1	
Success	Dartnell		153	1	
Stopping Sexual Harassment Before It Starts: A business and legal perspective					
2nd edition	Mike Deblieux	Sexual Harassment	109	1	
Global Work: Bridging Distance,	Mary O' Hara-Devereaux and				
Culture and Time	Robert Johansen	Business	412	1	
Outstanding Customer Service: The					
Key to Customer Loyalty	David E. Deviney	Customer Service	104	1	
It's their Business, Too: A Manager's					
Guide to Employee Awareness	Daniel Dickinson	Business Management	76	1	
The Daily Drucker (Hardcover)	Peter F. Drucker	Leadership/Motivation	396	1	
Essentials of Educational Measuremen		r,			
Fifth Edition	Robert L Ebel & David A Frisbie	Education	370		\$24.95
Essentials of Educational Measuremen	nt				
Fourth Edition	Robert L Ebel & David A Frisbie	Education	352		\$10.95
	Frank Elkouri and Edna Asper				
How Arbitration Works: Third Edition	<u>*</u>	Labor Relations	819	1	\$24.95
Building Customers Partnerships: The Key to Winning in a Competitive					
Marketplace	Phillips F. Faris	Customer Service/Sales	229	1	
Don't Say Yes When You want to Say	•				
No	Herbert Fensterheim, Ph.D	Conflict Mediation	265	1	
		Management/Human			
The Personnel Management Process	Wendell L French	Resources	589	1	\$29.95
The Twenty-First Century City:					
Resurrecting Urban America	Maria Carla Calla da	Constant Accident (D. 17)	220	1	\$21.0 5
(Hardcover)	Mayor Stephen Goldsmith	Current Affairs/Politics	229	1	\$21.95

Lessons in Loyalty: How Southwest Airlines Does it- An Insider's View	Lorraine Grubbs-West	Leadership	119	1	\$14.95
Communication and Interpersonal relations Text and Cases (Hardcover)	William V. Haney	Management	600	1	
The Leadership Secrets of Santa Claus: How to get big things done in your workshops all year long Walk awhile in my Shoes: gut level, rea	Eric Harvey, David Cottrell, Al Lucia, Mike Hourigan	Leadership	77	1	\$5.95
world messages from managers to employees Compensation Management	Eric Harvey and Steve Ventura Richard I. Henderson	Business Management Business/Management	50 508	1	\$24.95
11 Lessons in Self-Leadership: Insights for Personal and Professional Success		Leadership	250	1	\$21.00
Human Resources Management in Local Government: An Essential Guide	ICMA	Human Resources/Management	232	1	
The Power Within: The Five Disciplines of Personal Effectiveness (Hardcover) I Quit, but Forgot to Tell You	Allen Johnson Terri Kabachnick	Leadership and Management Personal Growth	238 97	1 1	\$14.95
Public Personnel Management:			400		
Reading in Contexts and Strategies How to get Control of your Time and your Life	Donald E. Klingner Alan Lakein	Management Time Management	408 157	2	\$6.99
Death by Meeting: A Leadership Fable (Hardcover) The Leader (Hardcover)	Patrick Lencioni Michael Maccoby	Leadership Leadership	252 250	2 1	
When Generations Collide: How to solve Generational Puzzel at work	Harvey Mackay	Business Management	335	1	

1001 Ways to Reward Employees Taking the step up to Supervisor Conquering Adversity: Six Strategies to	Bob Nelson Geoff Nichols	Management/Employee Recognition Management	225 124	2	\$10.95
move you and your Team through Tough Times	Christopher Novak	Leadership	92	1	
The Balancing Act: Mastering the Competing Demands of Leadership Consultant's Little Instruction Book:	Patterson, Grenny, McMillian, and Switzler	Leadership	464	1	\$27.95
101 Rules	Ray Payn	Business	114	1	
In Search of Excellence Lessons from America's Best Run Companies	Thomas J Peters and Robert H Waterman Jr	Business	325	1	
Return on Investment (ROI): A Complete, How-to Guide to Help You	Patricia Pulliam Phillips, Jack J : Phillips	Business Management	179	1	\$29.95
A Parable and 5 Step Action Plan to Transform Workplace Performance.					
The Ant and the Elephant	Vince Poscente	Leadership	115	1	
Silver Bullets	Vince Poscente	Business Leadership	115	1	\$14.95
Carved in Sand: When Attention Fails and Memory fades in Midlife	Cathryn Jakobson Ramin	Personal Growth	265	1	\$14.95
Monday Morning Customer Service	David Reed and David Cottrell	Customer Service	117	1	\$14.95
Organizational Behaviors: concepts,					
Controveries and Applications	Stephen P Robbins	ODT	536	1	
Getting To Yes	Roger Fisher and William Ury	Conflict Mediation	200	1	\$10.50
Don't Walk by something Wrong	Phil Roseenberg	Political Science	394	1	\$26.95
Just Do The Small Stuff: Simple, Effective Ways to be Safe	Kelly Rudoloph	Psychology/Self Improvement	189	1	\$12.95

I Want to Change But I Don't Know How!	Tom Rusk M.D. and Randy Read M.D	Self Help Book	333	1	
The Cognitive Computer: Artificial		Company and the company and th			
Intelligence	Roger C. Schank	Psychology	264	1	
The Fifth Discipline Fieldbook	Peter S. Senge	ODT	600	1	\$30.00
The Fifth Discipline: The Art and					
Practice of The Learning Organization		ODE	400	2	#2 0.00
(Hardcover)	Peter S. Senge	ODT	409	3	\$30.00
Making Sence of Online Learning	Patti Shank, Amy Sitze	Online learning	150	1	
Common Sense Statistics	Colin Silverthorne and David Fox	Financial	216	1	
When I say No I feel Guilty	Manuel J Smith	Self Help Book	320	1	\$7.50
When It Happens at Work! (5 Action step for Leading Yourself through					
Change)	Julie M Smith Ph.D	Leadership/Change	71	1	
Monday Morning Leadership for					
Women	Valerie Sokolosky	Leadership	101	1	\$10.95
The Best Inc. Guide to Managing	The Control of the Manager	D	200	1	#24.0 F
People	The editiors of Inc. Magazine	Business	300	1	\$24.95
Smart Talk For Achieving your Potential: 5 steps to get you from here					
to there	Lou Tice	Leadership/Motivation	284	2	
			_,		
Empowered Teams: Creating, Self-					
Directed, Work Groups that improve	Richard S. Wellins, Williams C.	Business/Management			
Quality, Productivity and Participation	Byham, Jeanne M. Wilson	(Teamwork)	222	1	
The Politics of The Budgetary Process					
Fourth Edition	Aaron Wildavsky	Financial	323	1	
The Service Edge: 101 Companies that			504	4	#20.00
profit from Customer Care	Ron Zemke and Dick Schaff	Customer Service	584	1	\$29.99
7 Keys to Success: Teams at Work	Suzanne Willis Zoglio	Business Management (Teamwork)	121	1	